

DIRECTOR'S OFFICE MANAGEMENT OFFICER ROLE

Role Summary

The Director's Office Management Officer role consists of one grade level (15). Incumbent is a member of management and assists the director in managing program functions. The Director's Office management officer is considered a line supervisor who assists with budget recommendations, oversees technical updates of department websites, and oversees internal communications. Primary contacts are with the director, department management, internal/external customers and other state agencies.

Working Conditions Considerable mental stress and pressure due to supervisory issues, workload, conflicting, multiple priorities, and meeting deadlines and requirements. Constant interruptions and distractions may require quick responses and re-prioritization of the workload. Work hours may exceed 40 hours per week at times.

Education and Experience

- Grade 15: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to a bachelor's degree in public or business administration or high school graduation and technical or college coursework specific to business management and five years office management/administrative experience that included at least two years supervisory experience. Other combinations of education and experience will be evaluated on an individual basis.

Department Core Competencies

In addition to role specific competencies, there are four, department core competencies that all employees are expected to successfully achieve. These are:

- *Interpersonal Skills:* Builds constructive and effective relationships with internal and external customers and is committed to meeting customer needs in a timely and accurate manner. Listens actively and attentively and demonstrates an appreciation of other perspectives. Builds the appropriate rapport required to do business. Openly demonstrates an understanding of and respect for the value of co-workers' contributions to the department mission.
- *Decision-Making and Accountability:* Considers the department's vision, mission, and values in making decisions and taking actions. Identifies and considers possible alternatives before making decisions. Bases decisions on achieving desired outcomes pursuant to the departmental business plan or management direction. Uses a combination of analysis, experience, and sound judgment that results in fairness and consistency, while being accountable for actions. When serious ethical issues are at stake, takes all necessary actions.
- *Commitment to Continuous Improvement:* Ability and willingness to continually seek greater efficiency in agency programs, is results driven, and meets changing requirements in work or direction. Adapts to changing conditions and work responsibilities. Accepts constructive criticism and suggestions and uses them to improve performance.

- *Personal and Work Ethics:* Creates own measures of excellence, and practices what he/she promotes. Sets goals that provide challenges and measures goal attainment regularly. Displays a contagious optimism about the work to be done. Goes beyond traditional ways to address issues despite obstacles or resistance. Is able to generate ideas, fresh perspectives, and original approaches and engages in open-minded thinking. Employs strategies to promote ideas and proposals to increase probability of acceptance. Mentors others to improve the performance necessary to achieve success. Reflects a belief that the results achieved are a direct result of his/her personal decisions and actions.

Grade Levels

Each grade level lists the essential duties that describe work performed 50 percent or more of the time (predominant work). Established work plans identify day-to-day tasks.

Grade 15

Predominant/Essential Duties

Director and Deputy Director's Assistant

- Communicates on behalf of the director and deputy director with employees and external stakeholders related to project management activities.
- Prepares presentations on behalf of the director for department changes, goals and objectives.
- Monitors the status and impacts of assigned Director's Office projects and activities.
- Acts as project liaison for management.
- Handles other administrative responsibilities including, in and outgoing mail, Outlook scheduling, records management, preparing for presentations, etc.

Administrative Support Supervision

- Defines work responsibilities and priorities for subordinate staff.
- Supervises, coordinates, monitors and reviews assigned duties of subordinate staff to ensure work plan goals are met and tasks are completed accurately.
- Makes and enforces decisions dealing with hiring, discipline, individual performance, and leave or flextime.
- Assures that training is identified and properly assigned as needed and conducts or assigns on-the-job training for staff.
- Manages Director's Office records management responsibilities.
- Manages department's administrative legislative session responsibilities.
- Oversees internal communications.

Budget

- Reviews the Director's Office operating budget, including reviewing expenditures to ensure conformance to budgetary limits for Director's Office.
- Authorizes payment for Director's Office bills, including furniture, supplies, travel, conference registration and other purchasing needs.
- Assists in the preparation of budget reports by providing information regarding staffing levels, projected salary, service, supply, travel, and other payroll expenses. Provide written reports as requested. May provide a variety of budget-related research activities.
- Assists Director's Office units (Legal Services, Tax Policy and Research, Public Information Officer, Budget Analyst) in the review and recommendation of resource allocation changes to achieve established goals and objectives.

Maintaining the Internet/Intranet

- Develops and maintains technical documentation related to site development, production and maintenance to ensure that future development or modifications are consistent.
- Develops individual style sheets for each site to document structure and design of production sites. Establishes parameters and standards for color schemes, fonts, style points, and locations of graphic development files. Ensures consistency of sites with style sheets throughout the course of site development and ongoing modification.
- Tests and debugs new or modified applications to ensure that sites are completely functional and that user needs are met.
- Develops consistent file structures and naming conventions to provide a clear, concise, and accessible reference bank. Periodically reviews and revises files and titles to ensure consistency.
- Fine tunes, enhances and updates the department's current website based on feedback from both internal and external users; monitors pages and changes; monitors website information including links, to ensure they remain timely and accurate.
- Identifies problems and responds to user complaints to determine the nature, scope and cause of technical problems.

Competencies and Degrees of Proficiency

The Competency/Proficiency Chart identifies the role specific competencies, degrees of proficiency, and guidance required for each grade level. Role specific competencies describe the knowledge, skills, and abilities required to perform the essential duties. The degrees of proficiency indicate the difficulty and/or complexity level of the tasks and assignments.

Competency/Proficiency Chart – Director’s Office Management Officer Role

Competencies	Grade 15 Independently
Demonstrated knowledge and skill of word processing, spreadsheet, database, and software applications/programs relative to the role.	C
Demonstrated ability to provide timely and effective written, oral, and interpersonal communication.	C
Demonstrated knowledge of concepts and practices of personnel management and supervision.	C
Demonstrated knowledge and effective application of federal/state statutes, administrative rules, and state policies and procedures relative to the role.	C
Demonstrated ability to think creatively and recommend innovative solutions.	C
Proactively focus efforts and energy on successfully attaining goals and objectives, assuming accountability for decisions, actions, and results. Follow issues through to completion.	C
Demonstrated ability to be accurate and detail oriented.	C
Demonstrated knowledge of department business processes and ability to apply that knowledge effectively.	C
Demonstrated ability to understand the value, objectives, and political structure of the organization.	C
Demonstrated skill and ability to identify and allocate resources.	B
Demonstrated knowledge of the legislative process.	C
Demonstrated skill, ability, and knowledge of legal guidelines, rules, practices, and procedures.	B
Demonstrated knowledge and ability in conflict resolution techniques relative to the role.	C
Demonstrated knowledge of office practices and procedures.	C

Degree of Proficiency

A: A degree of knowledge, skill or ability commensurate with elementary-level tasks and assignments.

B: A degree of knowledge, skill or ability commensurate with intermediate-level tasks and assignments.

C: A degree of knowledge, skill or ability commensurate with advanced-level tasks and assignments.

D: An advanced degree of knowledge, skill or ability commensurate with considerable experience and the application of the competency to non-standard tasks and assignments.

E: The most advanced degree of knowledge, skill or ability evidencing complete mastery and understanding of the subject.